

DELAWARE TRANSIT CORPORATION

POSTING NO. 086-2020

POSITION VACANCY POSTING

DATE OF POSTING January 21, 2020

CLOSING DATE January 28, 2020

**CURRENT EMPLOYEES**

**METHOD OF APPLICATION:**

**BID FORM**

INTERESTED EMPLOYEES MUST FILE FOR THIS POSITION BY COMPLETING THE APPROPRIATE BID FORM TO THE EMPLOYMENT SECTION OF THE HUMAN RESOURCES DEPARTMENT BY 4:30 P.M. ON **January 28, 2020**. POSITIONS COVERED BY COLLECTIVE BARGAINING AGREEMENTS WILL BE AWARDED IN ACCORDANCE WITH THE PROVISIONS AND PROCEDURES CONTAINED IN THE APPLICABLE CURRENT BARGAINING AGREEMENT.

POSITION #: 1097

JOB CODE #: \_\_\_\_\_

POSITION TITLE Paratransit Specialist (Part-Time)

PAY GRADE \_\_\_\_\_ PAY RATE \$16.50 PAY RANGE \_\_\_\_\_  
(MINIMUM TO MAXIMUM)

LOCATION: DISTRICT New Castle County DEPARTMENT Transportation  
SECTION Operations

CLASSIFICATION: FULL TIME \_\_\_\_\_ PART-TIME x

CONTRACT: 8FR \_\_\_\_\_ 8DR X 32 \_\_\_\_\_ N/C \_\_\_\_\_

SCHEDULED HOURS Varied SCHEDULED DAYS Varied

**SUMMARY OF POSITION:**

The Paratransit Specialist operates wheelchair lift-equipped buses, vans and provides pre-scheduled door-to-door transportation of elderly persons and people with disabilities. Responsibilities include assisting passengers (including those who utilize wheelchairs and other mobility devices), collecting fares, completing vehicle defect cards, completing accident reports and having full knowledge of the transit system, passenger relations, procedures and regulations.

JOB DESCRIPTION: AVAILABLE ON-LINE AT **[www.dartfirststate.com](http://www.dartfirststate.com)**

**EQUAL OPPORTUNITY EMPLOYER**

DTC is an "Equal Opportunity Employer". Accommodations are available for applicants with disabilities in all phases of the application and employment process. To request an accommodation, applicants may call (302) 760-2891. TDD users should call the Delaware Relay Service Number 1-800-232-5460 for assistance.

Updated: October 5, 1992  
Updated: March 20, 2001

Local 842, ATU

## DELAWARE TRANSIT CORPORATION

**POSITION TITLE:** Paratransit Specialist

### *NATURE OF WORK*

**PERFORMED:** The transportation of elderly and disabled persons on a multi-load vehicle.

**RESPONSIBLE TO:** Transportation Operations Supervisor

### MINIMUM EDUCATION AND/OR EXPERIENCE QUALIFICATIONS:

High school graduate or equivalent. Must possess a valid Class B Delaware Commercial Driver's License with Passenger Endorsement, and have no more than five (5) violation points on record to qualify for hiring. Minimum of twenty-one years of age. **Preferred one year experience driving a commercial vehicle and excellent customer service experience.**

Physical exertion including, but not limited to, bending, twisting, and stretching is required to assist customers. Must be able to pass a DOT physical examination and FTA-mandated drug and/or alcohol screen prior to first day of employment.

Must have knowledge of geography of the county of assignment. Must satisfactorily complete a defined training program. Must demonstrate a dedication and sensitivity to the needs of the elderly and disabled.

### SPECIFIC RESPONSIBILITIES:

1. Thoroughly review the dispatch log and driver logs for work assignment.
2. Perform an inventory and visual inspection of assigned vehicle, documenting results on the Daily Maintenance Sheet.
3. Follow instructions issued by supervisors and appropriate management personnel.
4. Operate vehicle in a safe and smooth manner, complying with all motor vehicle and transit local, state, and federal regulations.
5. Report for work on time, in full regulation uniform, with proper equipment to perform the duties of the position.
6. Assist all customers during pick-up and drop-off, on a door-to-door, ground floor basis.

7. Assist customers in wheelchairs onto lift, secure on lift with appropriate restrain system, operate lift to transfer customer into vehicle, secure wheelchair inside vehicle with appropriate restrain system.
8. Ensure that all seat belts and restraint systems are in place and utilized by all passengers prior to placing any vehicle in motion. Paratransit Specialist must also utilize seat belt at all times when vehicle is in motion.
9. Observe and advise customers of proper safety procedures during transportation.
10. Maintain radio contact with Transportation Operations Supervisor at all times while in service.
11. Use recognized "10 Code" in all radio transmissions.
12. Respond to customers' needs during any critical or emergency situation.
13. Offer assistance to customers as required.
14. Submit written reports of incidents and/or accidents in a timely manner, with full and complete information.
15. Maintain proper communications during emergency situations.
16. Communicate delays, detours, or other appropriate information to supervisory personnel in a timely fashion.
17. Maintain neat and legible logs and records. Complete and submit full log reports.
18. Ensure the proper number of tickets are collected, including separating collected tickets and retaining numbered section to attach to log.
19. Keep interior of vehicle clean at all times.
20. Maintain courteous and professional attitude toward fellow workers, customers, supervisory personnel, and the public at all times.
21. Other related duties as may be assigned.

**NOTE:**

The specific duties listed above apply to all Paratransit Specialists.